

## **Disruption to water supply 30 October 2017**

### **Overview and Scrutiny update briefing**

It was reported to Cheltenham Borough Council and the GCC Civil Protection Team at 8:15am that a 24 inch water main in the Chosen Hill area had burst and that approximately 7000 properties had lost their water supply including GCHQ , a number of schools, doctors surgery's and residential nursing homes.

#### **Action taken by CBC in respect of Business Continuity;**

- All managers within CBC, UBICO, CBH and the trust were informed at 9:00 am of the disruption to service and that the Municipal Building was unaffected.
- Group Leaders were contacted separately.

#### **Action taken in respect of supporting the wider Emergency Response:**

It was decided by the Police in conjunction with the Civil Protection Team that a Tactical Command Group (TCG) meeting be convened of all of the agencies and Severn Trent 10:00. CBC attended.

- Severn Trent delivered a briefing on the incident and their response to it.
- All other agencies made requests to Severn Trent in respect of addition information, vulnerable people, water distribution points and communication protocols.
- CBC advised its Emergency Rest Team Manager and Leisure@ that support may be needed.

2<sup>nd</sup> TCG meeting at 13:00 Severn Trent (ST) provided an update.

ST said that there was a phased action plan to restore the water supply. Phase **one** was complete and phase two was nearing completion and advised although the supplies were back the water would be discoloured but safe to drink.

- The TCG was advised that phase three was technically more challenging and it may not be until 3:00am 31/10/17 before it is fully restored.
- The Police, the Civil Protection Team NHS and Severn Trent arranged to set up two possibly three bottled water distribution points during the afternoon.
- Agencies are all working to cover the needs of vulnerable people.

3<sup>rd</sup> TCG meeting arranged for 17:00 to update on progress and to consider if further resources are required.

Briefing prepared by Bryan Parsons, District Emergency Planning Liaison Officer (DEPLO)